



UNITED STATES PATENT AND TRADEMARK OFFICE

UNITED STATES DEPARTMENT OF COMMERCE
United States Patent and Trademark Office
Address: COMMISSIONER FOR PATENTS
P.O. Box 1450
Alexandria, Virginia 22313-1450
www.uspto.gov

APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/652,540	08/31/2000	Carol Gruchala	8285/389	4775
757	7590	12/02/2004	EXAMINER	
BRINKS HOFER GILSON & LIONE P.O. BOX 10395 CHICAGO, IL 60610			NGUYEN, QUYNH H	
			ART UNIT	PAPER NUMBER
			2642	

DATE MAILED: 12/02/2004

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)
	09/652,540	GRUCHALA, CAROL
	Examiner	Art Unit
	Quynh H Nguyen	2642

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) Responsive to communication(s) filed on 06 August 2004.
 2a) This action is **FINAL**. 2b) This action is non-final.
 3) Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) Claim(s) 1-17 is/are pending in the application.
 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
 5) Claim(s) _____ is/are allowed.
 6) Claim(s) 1-17 is/are rejected.
 7) Claim(s) _____ is/are objected to.
 8) Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) The specification is objected to by the Examiner.
 10) The drawing(s) filed on _____ is/are: a) accepted or b) objected to by the Examiner.
 Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
 Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
 11) The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
 a) All b) Some * c) None of:
 1. Certified copies of the priority documents have been received.
 2. Certified copies of the priority documents have been received in Application No. _____.
 3. Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. The text of those sections of Title 35, U.S. Code not included in this action can be found in a prior Office action.

Claim Rejections - 35 USC § 103

2. Claims 1, 4, 8, and 12-17 are rejected under 35 U.S.C. 103(a) as being unpatentable over Marcus et al. (U.S. Patent 6,236,716) in view of Caveney (U.S. Patent 5,953,401).

Regarding claim 1, Marcus et al. teach a single phone number serves as the main number for the organization and most calls are received on the main number. When a main number is dialed, the call is routed to a call greeting system which provides the caller with a menu ("a set of options"), the menu providing a plurality of destination options, for example, a first destination is a home location ("a particular extension"), a second or a third destination location other than the resident ("a particular department" which would be located in the same or different building) (col. 1, lines 35-41), or a second destination option for a first member of the family at his or her office which is other than the residence, and a third destination option for a second family member of the family at his or her car which is other than the residence; receiving a first selection of one of the destination options in the telephone call and routing the call to a telephone corresponding to the first selection (col. 1, lines 41-45). Marcus et al. further teach the call is routed to another destination or voice mail (i.e. Verizon voice mail services) depending upon selection by the caller (col. 1, lines 45-48).

However, Marcus et al. do not teach detecting an originating dual-tone multi-frequency (DTMF) trigger in the telephone call; interrupting the telephone call to the first telephone number; receiving a second selection of one of the destination options in the telephone call; and routing the telephone call to a second telephone number corresponding to the second selection.

Caveney teaches a call processor for use with a telephone switching system for allowing an incoming caller to complete the call to an internal destination without operator assistance and without receiving a generated voice message wherein detecting a DTMF trigger in the telephone call after the detecting; receiving a second selection of one of the destination options and routing the telephone call to the desired selection (col. 4, lines 29-34).

It would have been obvious to one of ordinary skill in the art at the time the invention was made to incorporate the features of detecting an originating dual-tone multi-frequency (DTMF) trigger in the telephone call; interrupting the telephone call to the first telephone number; receiving a second selection of one of the destination options in the telephone call; and routing the telephone call to a second telephone number corresponding to the second selection, as taught by Caveney, in Marcus's system in order to allow the caller upon completion of his discussion with a particular extension or upon receiving a busy signal to be able to dial other extension without losing the line. For example, the caller would have a chance to interrupt the telephone call to the first telephone number and select another destination without having to hang up and re-dialing the number again.

Regarding claims 4, 8, and 12, Marcus et al. do not teach providing at least a portion of the menu in the telephone call after the detecting an originating DTMF trigger in the telephone call. Providing a portion of the menu in the telephone call after detecting an originating DTMF trigger in the telephone call is well known and the advantage of using it is also well known. For example, when a caller redials a number or invokes a DTMF trigger to provide a new dial tone, then the caller would be connected to a VRU that plays greeting and menu options for the caller again.

Regarding claim 13, Marcus et al. teach a caller line identification (CLID) of the caller is used for validation (col. 10, lines 20-23) reads on claimed “receiving a personal identification number in the telephone call”.

Regarding claim 14, Marcus et al. teach the telephone call to a single phone number serves as the main number (col. 1, lines 35-36), the single or main number would be a toll-free number that reads on claimed “the telephone call is initially placed to a toll-free number”.

Regarding claims 15-17, Marcus et al. teach a call parking and paging system within a PBX couples to the public switched telephone network (Fig. 1C, 1D, and col. 5, line 49 through col. 6, line 18) reads on claim “the telephone network element is part of a public switched telephone network”.

3. Claims 2, 3, 5- 7, and 9-11 are rejected under 35 U.S.C. 103(a) as being unpatentable over Marcus et al. (U.S. Patent 6,236,716) in view of Caveney (U.S. Patent 5,953,401) and further in view of Bannister (U.S. Patent 5,668,862).

Regarding claims 2, 6, and 10, Marcus et al. teach a call greeting system which provides the caller with a set of options to select a particular extension or a particular department.

However, Marcus et al. do not explicitly suggest the fourth destination for the first member of the family at a third location other than the residence, the first, and the second locations.

Bannister et al. teach the fourth destination for the first member of the family at a third location other than the residence, the first, and the second locations (Fig. 2A, "social club 204").

It would have been obvious that the "voice mail" extension and "other destination" or other destinations taught by Marcus (col. 1, lines 46-47) would read on a second destination, a third destination, a fourth destination, etc. For example, a second destination option for a first member of the family at his or her office which is other than the residence, and a third destination option for a second family member of the family at his or her car which is other than the residence, etc.

Regarding claims 3, 7, and 11, Bannister teaches the second destination option is for a mobile telephone (Fig. 2A, "cellular 201").

Claim 5 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Bannister teaches a telephone network element having service logic ("service node 10") interacts with the host switch 11, voice mail 21, and application processor 22.

Claim 9 is rejected for the same reasons as discussed above with respect to claim 1. Furthermore, Bannister teaches a computer readable medium having computer readable data (Fig. 1B, application processor 22 in service node 10).

Response to Arguments

4. Applicant's arguments with respect to claims 1-17 have been considered but are not persuasive. Applicant's arguments are addressed in the above claims rejection.

Applicant argues that both Marcus and Caveney teach telecommunications systems that are limited to routing calls within an internal telecommunications system locate on a single premises, and do not teach providing a menu within a telephone call to connect the caller to a plurality of external destinations such as a family residence, a first and second locations other than the family residence. Examiner respectfully disagrees. Again, as mentioned in the above claims rejection that Marcus et al. teach a call greeting system which provides the caller with a menu ("a set of options"), the menu providing a plurality of destination options, for example, a first destination is a home location ("a particular extension"), a second or a third destination location other than the resident ("a particular department" which would be located in the same or different building) (col. 1, lines 35-41), or a second destination option for a first member of the family at his or her office which is other than the residence, and a third destination option for a second family member of the family at his or her car which is other than the residence; receiving a first selection of one of the destination options in the telephone call and routing the call to a telephone corresponding to the first selection (col. 1, lines 41-45). Caveney teaches a call processor for use with a telephone switching system for

allowing an incoming caller to complete the call to an internal destination without operator assistance and without receiving a generated voice message wherein detecting a DTMF trigger in the telephone call after the detecting; receiving a second selection of one of the destination options and routing the telephone call to the desired selection (col. 4, lines 29-34). The combination of the two references teaches the claims invention.

Conclusion

5. **THIS ACTION IS MADE FINAL.** Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the mailing date of this final action.

6. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Quynh H. Nguyen whose telephone number is 703-305-

Art Unit: 2642

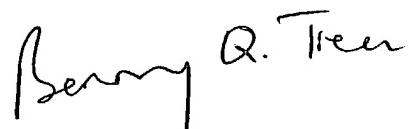
5451. The examiner can normally be reached on Monday - Thursday from 6:30 A.M. to 5:00 P.M.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar, can be reached on (703) 305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

Any inquiry of a general nature or relating to the status of this application or proceeding should be directed to the receptionist whose telephone number is 703-305-4700.

qhn

Quynh H. Nguyen
November 24, 2004



BENNY TIEU
PRIMARY EXAMINER
A.U. 2642